

GP PATIENT SURVEY RESULTS

NATIONAL SURVEY – DONE EXTERNALLY VIA POST TO PATIENT'S HOMES

RESULTS DATE: January 2017

What we do best against national average:

Question	Practice Result	National Average
Patients find the receptionists at this surgery helpful	92%	87%
Patients say the last GP they saw or spoke to was good at explaining tests and treatments	92%	86%
Patients usually get to see or speak to their preferred GP	67%	59%
Patients were able to get an appointment to see or speak to someone the last time they tried	86%	85%
Patients say the last GP they saw or spoke to was good at giving them enough time	95%	87%
Patients say the last GP they saw or spoke to was good at listening to them	93%	89%
Patients say the last GP they saw or spoke to was good at involving them in decisions about their care	85%	82%
Patients say the last GP they saw or spoke to was good at treating them with care and concern	94%	85%
Patient had confidence and trust in the last GP they saw or spoke to	99%	95%

Patients say the last nurse they saw or spoke to was good at treating them with care and concern	92%	91%
Patients say they had confidence and trust in the last nurse they saw or spoke to	99%	97%
Patients described their overall experience of this surgery as good	90%	85%
Patients would recommend this surgery to someone new to the area	78%	78%

Where we can improve against national average:

Question	Practice Result	National Average
Patients describe their experience of making an appointment as 'good'	61%	73%
Patients say the last nurse they saw or spoke to was good at listening to them	83%	91%
Patients feel they don't normally have to wait too long to be seen	53%	58%
Patients who find it easy to get through to the surgery by phone	65%	73%
Patients say the last appointment they got was convenient	86%	92%
Patients are satisfied with the surgery's opening hours	72%	75%
Patients say the last nurse they saw or spoke to was good at giving them enough time	89%	92%
Patients say the last nurse they saw or spoke to was good at involving them in decisions about their care	83%	85%
Patients say the last nurse they saw or spoke to was good at explaining tests and treatments	89%	90%
Patients usually wait 15 minutes or less after their appointment time to be seen	64%	65%

Overall our results are good and all the GPs, staff and I are proud of the achievement but there are areas where we can definitely improve and we will continue to strive to provide an excellent service and care to our patients.

Further breakdown of this survey can be found at:
<https://gp-patient.co.uk/practices/P81057/questions>

Thank you

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